

## DAFTAR ISI

LEMBAR PENGESAHAN .....	i
LEMBAR PERNYATAAN ORISINALITAS .....	iii
DAFTAR ISI.....	viii
DAFTAR GAMBAR .....	x
DAFTAR TABEL.....	xi
DAFTAR LAMPIRAN.....	xii
DAFTAR ISTILAH .....	xiii
DAFTAR SINGKATAN .....	xiv
BAB I PENDAHULUAN .....	1
I.1 Latar Belakang .....	1
I.2 Perumusan Masalah .....	5
I.3 Tujuan Penelitian .....	5
I.4 Batasan Penelitian .....	6
I.6 Sistematika Penulisan.....	6
BAB II TINJAUAN PUSTAKA.....	8
II.1 <i>Internal Control</i> .....	8
II.2 Kajian Literatur.....	9
II.2.1. <i>Quality Metric Design As A Tool To Control Quality Of Project</i> .....	9
II.2.2 <i>Project Management Plan Design For Developing E-Learning Content</i> .....	10
II.2.3. <i>Quality Metric in Agile Software Development Projects</i> .....	11
II.2.4. <i>Critical Success Factor Of Project Quality Management System For                 Malaysian Construction Industry</i> .....	12
II.2.5. <i>Quality Project Plan Documentation Analysis In Automotive Industry</i> .....	13
II.3 Posisi Penelitian.....	15
II.4 <i>Project</i> .....	18
II.5 <i>Project Management</i> .....	18
II.6 <i>Project Quality Management</i> .....	20
II.7 <i>Quality Metric</i> .....	21
II.8 <i>Scope Baseline</i> .....	21
II.8.1 <i>Project Scope Statement</i> .....	22

II.8.2 <i>Work Breakdown Structure (WBS)</i> .....	23
II.8.3 <i>Work Breakdown Structure (WBS) Dictionary</i> .....	23
II.9 Alasan Pemilihan Metode .....	24
BAB III METODOLOGI PENELITIAN.....	25
III.1 Model Konseptual .....	25
III.2 Sistematika Pemecahan Masalah.....	26
III.2.1 Tahap Identifikasi .....	27
III.2.2 Tahap Pengumpulan Data.....	28
III.2.3 Tahap Pengolahan Data .....	29
III.2.4 Tahap Analisis .....	29
III.2.5 Tahap Kesimpulan dan Saran .....	30
BAB IV PENGUMPULAN DAN PENGOLAHAN DATA.....	31
IV.1 Objek Penelitian .....	31
IV.2 Pengumpulan Data .....	32
IV.2.1 Identifikasi <i>Customer Requirement</i> .....	32
IV.2.2 <i>Scope Baseline</i> .....	38
IV.2.3 <i>Quality Plan</i> .....	42
IV.3 Pengolahan Data.....	45
IV.3.1 <i>Quality Metric</i> .....	45
IV.3.2 <i>Quality Checklist</i> .....	50
BAB V ANALISIS .....	54
V.1 Analisis Kondisi Eksisting.....	54
V.2 Analisis Proses Verifikasi <i>Quality Checklist</i> .....	54
V.2 Analisis Hasil Verifikasi Pada <i>Quality Checklist</i> .....	55
V.3 Analisis Manajemen Kualitas .....	56
V.4 Usulan Pembuatan <i>Corrective Action Plan</i> .....	59
BAB VI KESIMPULAN DAN SARAN .....	62
VI.1 Kesimpulan.....	62
VI.2 Saran.....	63
VI.2.1 Bagi Perusahaan .....	63
VI.2.2. Bagi Penelitian Selanjutnya.....	63
DAFTAR PUSTAKA .....	65